

# California Children with Special Healthcare Needs (CCSHN)

**Q1. What is the definition of a “provider” as it pertains to the MHP Contract requirement to report voluntary transfers between outpatient specialty mental health providers?**

*A1. The following clarification is provided to assist MHPs in completing the California Children with Special Healthcare Needs (CCSHN) reporting requirement regarding voluntary transfers between outpatient specialty mental health providers.*

*MHPs must report voluntary transfers between outpatient specialty mental health providers that result from verbal or written beneficiary requests. For the purposes of the CCSHN reporting requirements, a provider is defined as an individual, group, organizational entity, or any service delivery staff within a group or organizational entity. Providers may be contracted with the MHP, or may be MHP staff. Voluntary transfers between outpatient specialty mental health providers may include the following occurrences:*

- A beneficiary requests, and is approved to see, a different (individual, group, or organizational) provider to continue the same service(s) (e.g., A beneficiary sees a new psychiatrist to continue medication management services); or*
- A beneficiary requests, and is approved to see, a different service delivery staff person within the same group or organizational provider (e.g., A beneficiary sees a new case manager from the same organizational provider, or a new psychologist from the same psychologist group).*

**NOTE:** *Only changes of providers that are the result of beneficiary requests constitute “voluntary transfers between outpatient specialty mental health providers.” Therefore, the following occurrences **do not** constitute voluntary transfers between outpatient specialty mental health providers:*

- A beneficiary changes providers due to staff turnover, staff reorganization, or termination of a provider contract;*
- A beneficiary changes providers due to moving to a different geographic area within the county and therefore changes service locations and providers;*
- A beneficiary transitions from a children’s provider to an adult provider; or*
- A beneficiary is discharged from the system.*